

TCE Vendor Questions, Amendment 2

Question Number	RFP Section Reference	Paragraph No.	Page No.	Question or Comment	Response
283	Attachment J-2F			Please confirm correct number of customer sites for loop pricing	1190 total sites
284	Attachment J4			Please clarify the meaning of "OSEP" and "Warehouse FRM"	"OSEP" refers to the Office of Security (Emergency Preparedness). "Warehouse FRM" refers to Flat Rate Maintenance.
285	Attachment J7			Some of the documents associated with Attachment J7, which begin with "SR" in their file names, contain links or other data that do not display properly. We ask the Government to review these documents to determine their proper functioning.	Disregard references in the documents to linkage errors. These have no bearing on the contents of the data provided in each document.
286	B	Attachment B-2, Attachment B-3, Attachment J-2F		The sum of all the sites given in Attach B-2 and B-3 equals 1,118, but Attachment J-2F states that the total number of sites is 1,190. Please clarify which is correct.	Attachment J-2F contains site codes for all sites, including those with addresses too sensitive to release. Attachments B-2 and B-3 do not include such sites.
287	C	C.3.1.2.1, Comply with Policies and Procedures	C-15	This paragraph cites the TDP 71-10 and IRS IRM 25.10 with the stipulation of "relating to personnel security and remote access." Please clarify what is meant by these terms and the specific applicability of the cited mandates, whether to only certain parts of the offered solution, only certain parts of the mandates being applicable, or what combination thereof is being requested by the Government.	Refer to the sections of those documents that address personnel security and remote access.
288	C	C.3.1.2.1, Comply with Policies and Procedures	C-15	This paragraph cites the TDP 85-01 and IRS IRM 1.16 with the stipulation of "relating to physical security." Please clarify what is meant by this term and the specific applicability of the cited mandates, whether to only certain parts of the offered solution, only certain parts of the mandates being applicable, or what combination thereof is being requested by the Government?	Refer to the sections of those documents that address physical security.
289	C	C.3.1.2.5, Screen Personnel	C-18	Will the Government require that all personnel "working on TCE development, implementation and maintenance" be US Citizens, or only those personnel who will require unescorted access to Contractor-operated TCE facilities	All personnel must be US Citizens. Reference TDP 71-10 for further guidance.
290	C	C.3.1.2.5, Screen Personnel	C-18	Will the Government please clarify if the requirement to be a "US Citizen" can be met by a US National (i.e., a citizen of Puerto Rico, US Virgin Islands, etc.), or if only full citizenship will be permissible?	Reference Question 289.

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291	C	C.3.1.2.5, Screen Personnel	C18	The RFP states: "The Contractor shall ensure that any personnel working on TCE development, implementation and maintenance shall have unescorted access to Contractor operated TCE facilities and must be a United States citizen."	Reference Question 289.
292	C	C.3.1.4, Provide Encryption Service	C-20 - 21	The SOW states that the Contractor "shall provide layer 3 VPN services to secure TCE network traffic passing across or point-to-point on the Contractor's managed network environment" and "shall possess the ability to support IPSec (in encapsulating security payload mode)." Does this mean that all (including Internet or management traffic) passing across the WAN must be encrypted in a Layer 3 IPSec VPN?	Encryption must be provided where VPN connectivity is required.
293	C	C.3.2.1, Conduct Transition From TCS to TCE	C-21	Would the Government please define the seasonal schedules and other critical periods that must be accommodated by the transition schedule?	IRS' tax season is November 26, 2004 through April 30, 2005. Critical periods for FMS and BPD are provided in Section C.3.2.1; no other critical periods are known at this time.
294	C	C.3.2.3.4, Send Confirmations of New Service Orders	C-25	Can the Government please clarify what data it considers to be SBU (sensitive but unclassified) within the context of this paragraph?	Information whose disclosure could reveal operational details about the TCE network or infrastructure should be considered SBU. Please refer to TDP 85-01 for further clarification on information sensitivity.
295	C	C.3.2.3.5, C.3.2.3.6, C.3.2.3.7, C.3.2.3.8	C-25 –	Will the Government please clarify if any of the information described in these paragraphs of the RFP is to be considered SBU (sensitive but unclassified)?	Reference Question 294.
296	C	C.3.2.4.7, Discontinue Billing Within 30 Days	C-27	This section says "for service disconnection, the Contractor shall discontinue billing immediately following the disconnection of the service" and that credits shall be provided if billing continues after 30 days of the disconnection date. And section C.3.2.3.6 says that equipment will be removed within 15 business days of receiving a disconnect request. Will Treasury accept 30 days notice to disconnect service and stop billing and equipment to be picked up within 15 business days after the actual disconnect of the service (i.e., within 45 days of receipt of the disconnect request)?	Yes.

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297	C	C.3.2.5.1, Managed Network Services Reports	C-28	Year-to-date statistics for traffic breakdown down to the port (e.g. HTTP, FTP, etc.) level requires a considerable amount of storage and will increase the costs to the Government dramatically. Will the Government allow the Contractor to supply up to 60 days of historical data via the TCE web site and archive the balance of the data?	Vendor should follow the guidance of section C.3.2.5.1 and propose their solution.
298	C.1.2, C.3.1.2.2			Please confirm that the TCE will be treated as a single "system" security accreditation boundary with a single Security Test and Evaluation Plan.	It is expected that the contractor will identify the appropriate system boundaries within their proposed architecture, and construct ST&E plans accordingly.
299	C.3.1.2.5	2	C-18	The text includes: "The Contractor shall ensure that any personnel working on TCE development, implementation and maintenance shall have unescorted access to Contractor operated TCE facilities and must be a United States citizen." Does the Government anticipate that this requirement would also extend to Government personnel working on the TCE?	Yes. Reference Question 289.
300	C.3.2.1	2	C-21	If the procurement process for the TCE becomes protracted and an award is made later than anticipated, will the vendor be expected to complete transition in an excessively short period of time in order to complete transition by September 27, 2005? Will the Government entertain a short-term extension of the current contract in order to efficiently transition users to the new TCE contract?	Reference Question 15, Amendment 1.
301	C.3.2.1	2	C-21	With respect to "seasonal impacts," will the Government provide a list of all dates of critical importance to the Government between October 1, 2004 and September 27, 2005.	Reference Question 293.
302	C.3.2.1	2	C-21	This section specifies the transition must be completed by September 27, 2005. May bidders proposal a schedule that will result in the transition's being completed before that date?	Reference Question 15, Amendment 1.

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303	C.3.2.1	2	C-21	Please clarify the dates the TCE contractor must consider in their transition plan, such as the specific beginning and end dates of the IRS tax season and the "other similar critical periods for Treasury Bureaus" referenced in the RFP to ensure we understand the time span to meet the September 27, 2005 completion of transition.	Reference Question 293.
304	C.3.2.1	2	C-21	Please advise, for purposes of transition planning, the Treasury's anticipated date of contract award to ensure we understand the time span to meet the September 27, 2005 completion of transition.	Award is anticipated by the end of the 2004 calendar year, with the Notice to Proceed taking place within 30 of contractor award.
305	C.3.2.1			Please provide the Government's specific recognized periods (dates and duration) of seasonal impacts for Treasury Bureaus other than FMS, BPD, or IRS that the Contractor shall consider in the transition approaches for the TCE proposal.	Reference Question 293.
306	C.3.2.1.1	1	C-22	In this section, the Government states: "A final detailed Transition Plan shall be submitted to the Government for approval within 30 days of receiving notice to proceed. The Contractor shall coordinate its proposed sequence for transitioning sites with the Government and shall make adjustments to the sequence, at the Government's direction . . ." Is the Government aware of potential impediments beyond the Contractor's control (e.g., union agreements, security timeframes) that could impact the Contractor's ability to complete transition activities within the 12-month period allotted?	The vendor should propose its transition plan based on the requirements stated in the RFP and attachments.
307	C.3.2.1.1	1	C-22	The Government states: "The Contractor shall coordinate its proposed sequence for transitioning sites with the Government . . ." Is there one Government POC to coordinate/approve transitioning sequencing or are there multiples POCs (e.g., one per Bureau). Who has final approval for transitioning scheduling?	The Government intends to identify a Transition Manager at contract award. The Contractor will coordinate with the Transition Manager, as well as Bureau/site DARs.
308	C.3.2.1.2			Will the Treasury provide the Government's site access schedule and access requirements for review during the RFP process ?	The vendor shall propose its approach to transition based on the information provided. Specific site details will be provided at time of award.

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309	C.3.2.3.8	1, 2	C-26	The DAR 2 day acceptance interval seems to be in conflict with the onsite acceptance of the service as specified in the transition planning areas and service delivery descriptions. Please clarify.	The 2 day acceptance refers to confirmation of service completion and functional testing. This is followed by a 30-day performance test period. Reference Question 318 for additional details.
310	C.3.2.3.8 E.2.3-E.6		C-26 E-3 to E-5	Section E describes another Acceptance process extending over a 30-day period with acceptance provided by the Contracting Officer. These paragraphs appear contradictory. Please clarify.	The DAR will notify both the Contracting Officer and the Contractor in writing if a service is not acceptable during the 30 day testing period. The Contracting Officer will provide official notification of non-acceptance.
311	C.3.2.4	1	C-26	Is the Government requesting the capability to build reports off of billing data that is stored on the secure TCE website. Why is it necessary for reports to be compliant with the Prompt Payment Act? Is this really a "function" or just a convenient repository for information? Billing and invoice data cannot be posted in real time as they are on 30 day cycles. Does the Government mean that the data must be available on the web concurrently with the delivery of the invoice?	Invoices are expected to be delivered following the close of the vendors billing cycle. Data should be made available on the web concurrently with the delivery of the invoice. The vendor should propose web-based billing report formats that meet the needs of TCE, with key goals of simplicity, clarity, and accuracy. The vendor should be flexible to adapt report formats due to changing needs of the government. Detailed billing data must be made available in an electronic format, such as a delimited file.
312	C.3.2.4.2	1	C-26	This appears to be in conflict with Section G.9.1. Which prevails?	Both referenced sections require monthly billing, based a monthly calendar cycle; however, a more beneficial alternative may be proposed.
313	C.3.2.4.5	1, 2	C-27	This appears to be in conflict with G.9.2. Please reconcile what data must be on the official invoice with that which must be available through the web-based repository of billing information.	See Amendment 1, G.9.2.
314	C.3.2.6			What is the total number of users and desktops by Bureau and Office?	The following are approximate number of users by Bureau and represent the Treasury's best estimate: BEP 2600 users; BPD 1875 users; CDFI 50 users; FinCEN 200 users; FMS 2100 users; OCC 3050 users; OTS 1280 users; Mint 2200 users; DO 4500 users; IRS 100,050 users; total number of users is estimated at 150,000 and includes TIGTA, TTB, and contractors

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315	C3.2.6		C-29	In paragraph C.3.2.6 the Government indicates that the Help Desk is to be the TCE "single point of contact" for all Treasury Users, yet the Government also states an anticipation that the help desk support will be minimal once sites are fully operational. We assume that only a minimal number of personnel, such as five at each site, will be authorized to contact the TCE Help Desk. As an alternative can you provide the current daily call volume for the TCS Help Desk?	This is a valid assumption. Only Bureau-appointed DARs will contact the help desk (reference Section G.2.4).
316	E			Should Certification and Accreditation be included in Section E as part of the acceptance criteria as these activities would need to be completed prior to billing?	No. Contractor can certify, but cannot accredit their own systems--the accreditation involves Treasury's acceptance of risk as described/certified, and is therefore an inherently governmental function.
317	E	E.2.5, Performance Testing	E-3, E-4	The Government states that "the services and functions shall undergo a thirty (30) calendar day performance test." A 30 day performance test may require a large resource dedication that would otherwise be used to meet the Government's aggressive transition schedule. What are the Government's requirements for the Contractor during this performance test?	The performance test period is intended to test the system with actual traffic loads based on routine, day-to-day operations. The Contractor is not required to provide any specific testing during this time, but should closely monitor system for successful service and operation.
318	E.2.5	1	E-3	It is standard industry practice for a network service to be in performance testing for a small period of time, 24-96 hours. 30 days is quite excessive and not at all standard industry practice. Is the Government willing to pay from the functional test acceptance, once the 30 days performance testing is satisfactorily completed?	The Government requires a 30-day performance testing period before it will accept the system. Referencing Sections E.6, "the Contractor shall invoice the Government for the time period commencing with the first day of the thirty (30) consecutive day acceptance testing period". Also refer to Section E.3 that states "At no time shall the acceptance be issued or payments made to the Contractor prior to formal service acceptance". Therefore, the Contractor may invoice following the successful completion of the 30-day performance test for services provided as of the first day of performance testing.

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319	F		Table F-3a, fifth row	Internet Access Service Availability. Threshold of 99.999% availability cannot be achieved when TCE sites individually have availability as low as 99.0%. Measurement method is ambiguous in that it does not specify the frequency (i.e. every second, every hour?) and the population (i.e. every TCE physical and logical connection with the every Internet access point?). We recommend that Government simplify the definition, threshold, and measurement of this SLA for a pragmatic solution.	The internet availability measure is intended to measure the TCE internet gateway up time. Gateway up time should be no less than 99.999%.
320	F		Table F-3a, eight row	Transition Outage: No service interruption during business hours during transition is extremely difficult to achieve. Transition is a complex process that requires Government's participation because there are CPE elements beyond the demark that the Government is managing. Extensive planning, testing, and checkout are involved with both parties in a transition. To perform all of these activities in outside of the normal business hours will pose unique hardship to the contractor and to the Government staff. Recommend you revise the SLA.	This SLA reflects the goals and objectives of this program.
321	F		Table F-4a, first row	Order Confirmation Time. With IDIQ CLINs, what is the utility of this measure? If this measure is for special orders for which CLINs do not exist, then 2 day turn around is not achievable	Reference Section G.5, Special Projects, Amendment 2.
322	F		Table F-4a, seventh row	Report deadline of the first business day of the month is not achievable for business reasons. Contractor needs time to effectively compile data, cross reference through business functions, and perform quality checks before submitting results to the Government. We recommend that you allow contractor ten business days after the close of a month to deliver the reports.	Reference Table F-4a, Amendment 2.
323	G	G.9.4	G-12	This section indicates that the Government reserves the right to withhold partial or entire payment of invoices as a result of incomplete service delivery, service levels that have not been met, or invoices that are incorrect or in dispute.	Reference Question 215 in Amendment 1.

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324	General			In multiple sections of the RFP, the Government cites requirements for various personnel to hold a "clearance." Will the Government please specify what positions will require cleared personnel, and the specific clearance requirements to be applied to these positions?	Reference Section C.3.1.2.5. Bureaus have varying clearance requirements. Specific Bureau clearance requirements will be provided at contract award.
325	General			For planning and pricing purposes, what is the Government's stated date of contract award/notice to proceed?	Reference Question 304.
326	H.3			For transition planning purposes, when is the Period of Performance expected to start?	Reference Question 304.
327	H.4			Does this clause apply to legacy equipment that the Offeror may incorporate into the proposed architecture?	Yes.
328	I.1			Request that FAR 52.227-1 (Alt 1) be included in the resultant contract and 52.227-3 Patent Indemnity be removed.	No.
329	IRM 25.10	References	25.10.1.9	The following publications/mandates are included by reference with the IRM publication, yet do not appear to be available via the Government's web site. Can the Government please provide copies of these publications or, for each one, a specific statement that the publication is not applicable to the TCE?	See below.
330	IRM 25.10	References	25.10.1.9	Treasury Memorandum	
331	IRM 25.10	References	25.10.1.9	2. Interim Policy Guidance, June 23, 1999	Not applicable. This is an internal memo.
332	IRM 25.10	References	25.10.1.9	3. Guidance for System Security Plans, October 30, 2000	Not applicable. This is an internal memo.
333	IRM 25.10	References	25.10.1.9	4. Guidance on Audit Log Retention Periods, October 30, 2000	Not applicable. This is an internal memo.
334	IRM 25.10	References	25.10.1.9	5. Protection of Laptop Computers, Feb 15, 2001	Not applicable. This is an internal memo.
335	IRM 25.10	References	25.10.1.9	IRS Policy Statements	
336	IRM 25.10	References	25.10.1.9	Policy Statement P-1–144, Designing Safeguards for Computer Systems, November 1, 1982	Not applicable. This is an internal memo.
337	IRM 25.10	References	25.10.1.9	Internal Revenue Manuals (IRM)	
338	IRM 25.10	References	25.10.1.9	1. IRM 1.15.2, Records Disposition Handbook	Not applicable. This is an internal memo.
339	IRM 25.10	References	25.10.1.9	2. IRM 1.15.3, General Records Schedules	Not applicable. This is an internal memo.
340	IRM 25.10	References	25.10.1.9	3. IRM 1.23.2, Chapter 2, Contractor Investigations	Not applicable. This is an internal memo.
341	IRM 25.10	References	25.10.1.9	4. IRM 1.3, Disclosure of Official Information Handbook, Chapter 1	Not applicable. This is an internal memo.

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342	IRM 25.10	References	25.10.1.9	5. IRM 2.1.8, Information Systems — Information Systems Operations Support	Not applicable. This is an internal memo.
343	IRM 25.10	References	25.10.1.9	7. IRM 2.7.1, Information Technology Services (ITS) Operations — Information Technology Services	Not applicable. This is an internal memo.
344	IRM 25.10	References	25.10.1.9	Operations/Inter-Centers	Not applicable. This is an internal memo.
345	IRM 25.10	References	25.10.1.9	8. IRM 2.7.2, Information Technology Services (ITS) Operations — Information Technology Services	Not applicable. This is an internal memo.
346	IRM 25.10	References	25.10.1.9	(ITS) Operations/Computing Centers	Not applicable. This is an internal memo.
347	IRM 25.10	References	25.10.1.9	9. IRM 2.7.4, IS Operations Support — Magnetic Media Management	Not applicable. This is an internal memo.
348	IRM 25.10	References	25.10.1.9	10. IRM 2.7.5, IS Operations Support — Systems Control Point (SCP) — Configuration Management	Not applicable. This is an internal memo.
349	IRM 25.10	References	25.10.1.9	(CM)	Not applicable. This is an internal memo.
350	IRM 25.10	References	25.10.1.9	Other Publications	
351	IRM 25.10	References	25.10.1.9	2. Security, Privacy, and Critical Infrastructure Committee, Federal Information Technology Security Assessment	Not applicable. This is an internal memo.
352	IRM 25.10	References	25.10.1.9	Framework, November 28, 2000	Not applicable. This is an internal memo.
353	IRM 25.10	References	25.10.1.9	3. Security, Privacy, and Critical Infrastructure Committee, Securing Electronic Government, January 19, 2001	Not applicable. This is an internal memo.
354	J	Class A Worksheet	J-4	CISCO Call Manager VoIP equipment is listed as an exchange/sale. How does the Government propose to price this in the CLIN structure?	The Government does not propose pricing for exchange/sale equipment. Reference Section H.17 for Exchange Sale requirements.
355	J	QASP	Attachment J-5	Monthly Scorecard Performance Measures, Circuit Disconnection Notification, what type of media communication will the Government accept?	Reference Section C.3.2.3.6.
356	J		Attachment J-2 Tables	Many of the (full duplex) circuits and PVCs listed in Attachment J-2a, J-2-b, and J-2c appear to be represented by two entries. That is, each shows a corresponding entry with the same bandwidth but reversed endpoints else where in the table, whereas others appear to be represented by a single entry with no corresponding entry with reversed endpoints. Is this a correct reading of these tables?	The attachments contain sorted listings and an aggregate list. The sorted lists are provided for convenience.

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357	J		Attachment L-1	Should this be corrected to be listed in the Volume 2 checklist (Section J, Attachment L-2) and be referenced to SOW section C.3.2.6.4? This correction is consistent with Table C-4 on page C-40 and SOW section C.3.2.6.4.	Compliance Matrices reference requirements and deliverables required over the life of the contract and do not refer to plans due as part of the vendor's proposal.
358	J		Attachment L-1	The requirement for an Acceptance Test Plan as a proposal deliverable is inconsistent with Table C-4 on page C-40 and with SOW Section C.3.2.1.1. Should the Volume 1 Proposal Checklist delete the requirement for an Acceptance Test Plan? Please also address the inconsistency in section E.2.2 which states: "Within (30) calendar days after the notice to proceed is issued the Contractor shall provide the Government the final negotiated Acceptance Test Plan ... "	Reference Question 357. Also reference Question 144, provided in Amendment 1. The Acceptance Test Plan is due with the final Transition Plan.
359	L			We recommend that the transition completion date be calculated as a number of days from contract authorization to proceed date	This requirement will not be changed.
360				Is there a requirement to provide personnel security clearances? If so, to what level of security (e.g., security clearances) is required?	Reference Question 324.
361				Does this mean that non-US citizens are precluded from performing management and maintenance of the TCE infrastructure?	Reference Question 289.
362	C.3.1.3.5			Would the Government please clarify how availability is to be measured in this requirement?	Email gateway should be available no less than 99.99%.